

## CLIENT

Corporate

## OVERVIEW

The client, a manufacturer from Rajasthan, has Crashed SSD with logical encryption by McAfee safe boot encryption.

## GOALS

To recover client's data from C and D drive of 512 GB SSD.

## APPROACH

- Conducted initial troubleshooting with the assistance of in-house IT team
- Later, called Stellar Data Recovery for help & support

## RESULTS

Successfully recovered 90 percent of the client's data from the crashed encrypted hard drive.

## SUCCESSFULLY RECOVERED DATA FROM 512 GB

An Indian multinational company engaged in the manufacturing of chemical packaging films. The company found itself in a tough situation when they discovered the computers had crashed, thereby making the data inaccessible.

The model number of the 512 GB SSD drive was SSS0L24686, which was encrypted. The drive contained essential data in partition C and D before turning inaccessible.

## CHALLENGE FACED BY CLIENT

The client tried to access their system, but the computer didn't boot properly. They feared that resetting the current OS could erase their data.

They wanted the data in partition C & D of the hard drive to be recovered. After consulting with our team, the client sought the services of Stellar Data Recovery.

## STELLAR DATA RECOVERY

The client postulated their challenge in detail and requested our technical support. We sent the SSD to us for recovery of important data.

## LAUDABLE RECOVERY

The data recovery experts at [Stellar Data Recovery Gurgaon](#) analyzed the structure of the SSD for the purpose of recovery. After manually changing the internal structure of the device to be protected by McAfee safe boot encryption.

We then requested the client to provide us with the requisite credentials associated with the drive for successful recovery.

Using the credentials, our data recovery expert successfully decrypted the SSD storage media. The expert once again analyzed the drive to detect problems.

Once the problem or the data loss situation was identified, the expert began using our proprietary data recovery software. The software ran successfully recovering the data.

## CONTENTED CLIENT

The Client, was extremely delighted as the percentage of data recovered by Stellar Data Recovery was 90%.

The client was unable to access their data on a hard drive as the OS crashed, leading to data loss. Accolade goes to Stellar Data Recovery for successfully recovering the data.